



Natural Resources Conservation Service
State Office
100 USDA, Suite 206 Stillwater, OK 74074-2655
Telephone 405.742.1234

January 22, 2003

OKLAHOMA BULLETIN NO. OK180-3-2

SUBJECT: CPA – Basic Customer Service Toolkit (CST) Training Sessions

Purpose: To provide a schedule of basic training in Customer Service Toolkit for 2003.

Expiration Date: September 30, 2003

ACTION MAY BE REQUIRED BY: March 12, 2003

In order to ensure that all employees have had adequate training in CST, basic CST training sessions will be provided four times in 2003. The training is designed to provide the basic steps and functionality of entering customers and their information, entering resource inventories, preparing practice schedules, and developing plan and contract support documents. It is primarily designed for new hires and new soil conservationists, however, it would also be beneficial to others who need additional training or have limited experience and exposure to Toolkit. Due to the nature of the training, it is intended for employees who have planning responsibilities as part of their job description. This course will not incorporate ArcView functionality in the basic training.

Sessions for 2003 are being scheduled in March and November. The schedule for the two sessions in March is shown below. The schedule for sessions in November has not been set. All sessions will be held in Stillwater in the IT training room, Room 231, at the State Office USDA building. Requests to attend the training should be submitted through supervisory channels on an OK-FNM-1 form. This form (amended 05/02) is really a meeting request form, but provides the information and justification required for approval of attendance and travel, if needed, for the training session. After the supervisor approves the request, please submit a copy of the approved request to Suzanne Collier, Resource Conservationist, to register for the training session. Requests for the March sessions need to be received no later than March 12, 2003. Class size will be limited to twelve students per session.

Basic Toolkit Training – March 2003

Session #1 March 25, 2003, 1:00 PM, through March 26, 2003, 2:30 PM.

Session #2 March 27, 2003, 9:30 AM, through March 28, 2003, noon.

Any questions on the schedule or the sessions should be directed to Suzanne Collier at 405.742.1234 or email Suzanne.Collier@ok.usda.gov.

/s/ John Glover, acting for:

M. DARREL DOMINICK
State Conservationist

DIST: AO